**Statement-II**

*Name of places where Government have decided to install New Electronic Exchanges during 1995-96 in U.P.*

| Sl. No. | Name of place |
|---|---|
| *Large capacity exchanges* | |
| 1. | Kanpur |
| 2. | Ghaziabad |
| 3. | Dehradun |
| 4. | Gorakhpur |
| 5. | Lucknow |
| 6. | Allahabad |
| 7. | Dadri |
| 8. | Hathras |
| 9. | Shamli |

*Small capacity exchanges*

In addition to above, there is a plan to instal small capacity electronic exchanges at about 40 places in U.P. These would be located at places where the registered paid demand becomes 10 or more.

**Complaints against MTNL**

7026. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether time and again there have been mounting complaints about the poor functioning of the Mahanagar Telephone Nigam Limited (MTNL), particularly the services on 131, 197, 198, 199 etc.;

(b) if so, what concrete steps, the MTNL propose to take to improve these services;

(c) whether MTNL is planning to provide telephone on demand in the next one or two years; and

(d) if so, the steps taken to provide an efficient service to the existing subscribers, before embarking on the ambitious plan?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No Sir, there are no unusually large number of complaints in respect of functioning of 131, 197, 198, 199 services. Service at 131 is provided by Railways.

(b) There are adequate number of positions at 197, 198, 199 services. These are manned round the clock (with the exception of 198 in some of the exchanges) and calls received are normally answered promptly. In addition, voice mail numbers have been provided in most of the exchanges for receiving complaints round the clock. It is proposed to computerise 198 service in all the remaining exchanges under MTNL to improve the service further.

(c) MTNL has drawn plan for easy availability of telephones by the end of 1995-96. This is subject to timely availability of equipment, material and financial resources.

(d) The service rendered is quite satisfactory and MTNL is constantly endeavouring to improve telephone service further. Some of the measures taken to further improve the telephone services are given in the enclosed statement.

**Statement**

STEPS TAKEN TO IMPROVE SERVICES

Several measures have been taken towards betterment of services by improving reliability as well as by improving customer interface. There are as under:—

1. *Telephone Exchanges and Media :*
   - (a) Introduction of Electronic Exchanges.
   - (b) Introduction of Electronic TAXs.
   - (c) Introduction of Electronic Transit Exchanges.
   - (d) Phasing out of old and life expired electro-mechanical exchanges.
   - (e) Introduction of Optical Fibre and Digital microwave systems for inter exchange junction.
2. *External Plant :*
   - (a) Laying of underground cables in ducts.
   - (b) Pressurisation of paper core underground cables.
   - (c) Use of jelly filled PVC insulated underground cables.
   - (d) Use of improved termination devices employing insulation displacement technique.

(e) Replacement of old fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction of overhead span in local loop.

3. *Computerisation of the following has been taken up :*

(a) Fault Repair Service.

(b) Comprehensive Financial Management System Service including commercial and billing activities.

4. *Opening of Additional Computerised Customer Service Centres/Quick Customer Service Centres.*

5 Increased access to telephones by opening :

(i) Additional Public Telephones for local & STD calls.

(ii) Telecom Centres.

6. *Improved Customer Interface :*

(a) Conduction of Telephone Adalats.

(b) Conduction of Open House Sessions.

(c) Decentralisation of several commercial activities, to Divisional Customer Service Centres.

(d) Easy accessibility of field officers to general public.

7. MTNL is also considering use of wireless technology in local loop and introduction of fibre in the loop.

**Intimidation over Telephone**

7027. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether some of the residents of Pocket 'A' Ashok Vihar, Phase-II Delhi had complained to Shakti Nagar Telephone Exchange that they were being criminally intimidated over telephone;

(b) whether Shakti Nagar Telephone Exchange prescribed some drill to the complainants and the same has been undergone by the complainants;

(c) whether Mahanagar Telephone Nigam Ltd. made efforts to trace out the Nos. miscreants, if so, what are the details thereof; and

(d) whether legal action, if any, has been taken against the miscreants; if so, what are the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. There was a complaint of this nature on Telephone No. 7134484 working for Smt. Santosh Kumari Trehen resident of Flat No. 92A, Pocket 'A' Ashok Vihar, Phase-II, Delhi-52.

(b) and (c) The complainant was requested to provide assistance in the matter. The telephone number was put under observation on 27.5.94. There was a malicious call on the number at 21.35 hours on 1.6.94. The calling party could not be identified though the attempt to trace the call was made. There was another malicious call on the number at 13.35 hours on 3.6.94 and the calling number was identified.

(d) Action as per Indian Telegraphs Rules is being taken.

**बेनीपुर के लिए एक अलग टेलीफोन केन्द्र**

7028. श्री रामगोपाल यादव:
श्री अनन्तराम जायसवाल:

क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार दरभंगा जिले में बेनीपुर के लिए एक अलग से टेलीफोन केन्द्र स्थापित करने पर विचार कर रही है;

(ख) यदि हां, तो इसकी कब तक स्थापना किये जाने की संभावना है; और

(ग) यदि नहीं, तो इसके क्या कारण है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) और (ख) दरभंगा जिले के बेनीपुर में 88 लाइनों का एक इलेक्ट्रानिक टेलीफोन-एक्सचेंज पहले से ही काम कर रहा है और इसका 1995-96 के दौरान पुन: विस्तार किए जाने की योजना है।

(ग) प्रश्न नहीं उठता।

**दरभंगा में बहेरा और बहेरी के बीच टेलीफोन लाईन**

7029. श्री रामगोपाल यादव: क्या संचार मंत्री यह बताने की कृपा करेंगे कि: